

Lotus

Mail

Release 4.5 User's Guide

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Chapter 1

Getting Started

About this guide

Lotus Mail Release 4.5 User's Guide includes a subset of the topics from the Lotus Mail Release 4.5 Help system. For details on the procedures in this guide and for information on other procedures, see Help.

What you need before you start

Internet access

- An account with an Internet service provider or access to your company's IP network
- Your POP3 mail server user name and password
- Your POP3 mail server name or IP address
- Your SMTP mail server name or IP address
- A TCP/IP (LAN) connection or a modem and phone line
- (Optional) The Windows 95 or Windows NT setup files if you haven't installed the following operating system components: TCP/IP, Dial-Up Networking, and Modem

Hardware and software requirements

To run Lotus Mail Release 4.5, you need the following hardware and software.

- For Windows 95, an 80486 PC with 12MB of RAM (16MB recommended)
- For Windows NT 3.51 or 4.0, an 80486 PC with 16MB
- A hard disk with at least 15MB of free space for Minimum features install, 35MB for Default install
- A monitor with Enhanced VGA or better

Note With a faster PC, more RAM, and more free disk space, you'll experience better performance.

Overview: Lotus Mail

Lotus Mail is an Internet e-mail program. You can use Lotus Mail with any Internet service provider that uses a POP3 server to transfer your mail. You can download messages wherever Lotus Mail is installed: on your computer at work, or on your notebook computer. You can send mail to an Internet address without using an Internet gateway.

Receiving messages

Just like paper mail, you receive e-mail in your Inbox. The list of messages in your Inbox shows who sent each message, when you received it, and what each message is about.

Reading messages

To read a message, you double-click it in the Mailbox. The message opens in its own window. Unlike paper mail, you can preview messages without opening them. By previewing messages, you can quickly see which messages should be read first.

Replying to and forwarding messages

With e-mail, you can reply to or forward a message with one mouse click. When you reply, you can include the original message in your reply.

Creating messages

Just like paper mail, you can create a message from scratch, or use stationery.

In paper mail, you can send things along with a message, for example, books and other documents. You can do the same in e-mail. You can attach almost any type of file to a message: spreadsheets, graphics, audio files, and so forth. E-mail is one of the fastest, most reliable ways to distribute files.

Addressing messages

With e-mail, you can send the same message to many people at the same time. You can create mailing lists to send mail to specific groups of people, for example, all the people in the building where you work.

As with paper mail, each person has a unique address. You store addresses in address books, and you can create, edit, and delete addresses any time.

Saving and storing messages

Lotus Mail provides several ways to save your messages. You can save them as files on your hard disk, or store them in folders. You can use folders to organize your stored messages, for example, you can save all messages about a certain subject in one place.

What's new in Lotus Mail

World Wide Web access

You can open a Web page directly from a message. Just double-click a URL.

Message counts displayed

The number of messages in each container is now displayed in the folder pane.

Searching in multiple containers

You can search in more than one folder or local archive with a single search.

Searching for attachments

You can search for an attachment if you know its file name or part of its file name.

Printing attachments

You can print a message without printing its attachments.

Editing a message in the Outbox

You can edit a message in the Outbox the same way you edit a message in the Drafts folder.

Sorting messages

You can sort messages by any category, for example, date received, author, size, and subject. You can also change the information displayed in the Mailbox and Address Book window.

Leaving messages on the server

By default, Lotus Mail downloads your messages and removes them from the server, but you can choose to leave your messages on the server.

LDAP addressing

You can search LDAP directories for Internet addresses.

Overview: Passwords and security

Using passwords

To use Lotus Mail, you need two passwords:

- Your Lotus Mail password. Use this password to log in to Lotus Mail.
- Your Internet service provider password. Use this password to connect to your Internet service provider. Usually, you only need to enter this password when you create your login profile.

Protecting your messages

Without your password, other users cannot read any of your mail in any folder in the Mailbox.

If you share your computer with other users, be aware that anyone on your system can access your local archives.

To protect messages in local archives, move the local archive files to a secure file folder, or save messages as files.

Changing your Lotus Mail password

1. Choose File - Tools - Services.
2. Select "Lotus Mail."
3. Click Properties.
4. Click Change Password.
5. Enter your current password in the "Old password" box.
6. Enter your new password in the "New password" box.
7. Enter your new password again in the "Confirm password" box.
8. Click OK.

9. (Optional) Select "Remember password" if you want to log in without entering your password.
10. Click OK.

The new password takes effect immediately.

Changing your Internet service provider password

This procedure changes only the password you use to connect to your Internet service provider (ISP). It does not change the password you use to log in to Lotus Mail.

Note You must change your password with your ISP before you use the following procedure. See the documentation for your ISP to find out how to change your ISP password.

1. Choose File - Tools - Services.
2. Select "Lotus Mail Internet Transport."
3. Click Properties.
4. Click the POP3 tab.
5. Click Change Password.
6. Enter your current password in the "Old password" box.
7. Enter your new password in the "New password" box.
8. Enter your new password again in the "Confirm new password" box.
9. Click OK.
10. Click OK.
11. Click Close.

The new password takes effect immediately.

Tip If you get a bad password message, ask your Internet service provider if you are set up for APOP usage. Most servers require extra setup to allow APOP. When you're set up correctly, Lotus Mail can determine how to transmit the password.

Enabling APOP detection for additional security

Lotus Mail supports the APOP command, which gives you additional e-mail security. To use APOP:

- You need to assign an APOP password with your Internet service provider.
- Your Internet service provider must support APOP.

Caution If you enable APOP detection, and your server does not support APOP, your Internet password might not work. In that case, you won't be able to connect to your Internet service provider.

1. Choose File - Tools - Services.
2. Select "Lotus Mail Internet Transport."
3. Click Properties.
4. Click the Advanced tab.
5. Select "Enable APOP detection."
6. Click OK to close the Internet Configuration Properties dialog box.
7. Click OK.

Starting Lotus Mail

1. Double-click the Lotus Mail program icon.
2. If necessary, choose a profile from the Login/Profile name list.
Tip You created this profile when you installed Lotus Mail.
3. (Optional) Enter your password.
4. Click OK.

Creating a login profile

1. Start Lotus Mail.
2. Type the name that you want to add in the "Login/Profile Name" box.
3. Click OK.
4. Confirm that you want to create a new profile.
5. Follow the prompts for creating a new profile.

Removing a login profile

1. Start Lotus Mail.
2. Select the name you want to delete.
3. Click Remove.

Tip If you remove a Lotus Mail profile name, you have the option of removing the associated Mailbox. If you remove the Mailbox, you will lose all of the messages and addresses stored in it. If you do not remove it, you can use it if you recreate the profile.

Exiting from Lotus Mail



Choose File - Exit Lotus Mail.

Tip You can set the default for confirming to exit from Lotus Mail.

Customizing Lotus Mail

You can customize many basic Lotus Mail tasks, for example:

- Which window to display on startup
 - When to automatically empty your Trash folder
 - How to be notified of new messages
1. Choose File - Tools - User Preferences.
 2. Choose the type of preference in the "Preference" list, for example, Desktop, Prepare, and so forth.
 3. Choose the options.
 4. Click OK.

Tip To restore the default preferences, click Restore Default Settings.



Overview: Getting Help

You can open Help at any time, from any window and dialog box.

Starting Help

To start Help, do one of the following:

- Press F1 to get help on your current task.
- Choose an item from the Help menu.
- Click the Help button in any dialog box.



Navigation jumps

Many Help topics contain jumps to related Help topics. Jumps appear as green text (gray on a monochrome system) with an underline. Wherever you see a jump in Help, you can click it to get more information.

If a jump leads directly to another Help topic, the underline is solid.

If a jump leads to a pop-up window, the underline is dotted.

Some jumps are neither green nor underlined. Instead, they include a button:

Pop-ups in graphics

If the mouse pointer turns into a hand when placed over a picture, click to see a pop-up.



Using Help buttons

Use the Help buttons to display the Help Contents and Index.

Using Help Contents

Use the Contents to find a specific topic.

Using the Help Index

Use the Index to find topics based on common words and phrases.

Searching for a topic

You can search for topics by entering terms not included in the Help Index.

Managing Your Internet Connection

Connecting to your Internet service provider

What happens when you connect

When you connect to your Internet service provider, you can download the messages that are stored on the server. You also need to connect to send messages.

How Lotus Mail connects to your Internet service provider

You can connect to your Internet service provider in the following ways:

- A LAN (Local Area Network) connection. Most companies have a connection to an Internet service provider that you can use over your LAN, or you might have your own on-site POP3 server. In either case, you need to configure your TCP/IP connection.
- A modem connection. If you work at home or on a notebook computer, Lotus Mail connects using a modem. You supply Lotus Mail with the telephone number to connect with your Internet service provider. When you connect, Lotus Mail automatically dials the number.



To connect to your Internet service provider, choose Actions - Deliver Mail.

Leaving messages on the server

By default, Lotus Mail downloads your messages and removes them from the server, but you can choose to leave your messages on the server.

Tip If you read your mail from more than one location, you might want to leave it on the server. However, this will eventually make Lotus Mail run slower.

Sending and receiving MIME messages

Lotus Mail can send and receive messages that use MIME encoding.

Connecting automatically when you send a message

You can connect automatically when you start Lotus Mail. Automatic connection is disabled by default.

1. Choose File - Tools - Services.
2. Select "Lotus Mail Internet Transport."
3. Click Properties.
4. Click the Connection tab.
5. Select "Connect at start-up."

6. (Optional) Select "Enable new mail check" and specify how frequently you want to check for new messages.
7. Click OK to close the Internet Configuration Properties dialog box.
8. Click OK.



Disabling automatic connection

If you deselect "Connect at start-up," you can connect to send and receive messages by choosing Actions - Deliver Mail.

You can also override a disabled automatic connection by clicking the Connect icon in the status bar. This allows you to enable checking for new mail. To disconnect, click the Connect icon again.



When this icon appears in the status bar, Lotus Mail is connected to the server:



When this icon appears in the status bar, Lotus Mail is disconnected from the server:

Disconnecting automatically

You can automatically logout if you don't send or receive messages for a specified amount of time.

Note This option is only available for modem connections.

1. Choose File - Tools - Services.
2. Select "Lotus Mail Internet Transport."
3. Click Properties.
4. Click the Connection tab.
5. Select "Disconnect if idle for."
6. Enter the number of minutes you want Lotus Mail to wait before disconnecting.
7. Click OK.
8. Click Close.

Choosing how many messages to download

You can specify how many messages to download at one time.

Tip If you lose your connection while downloading messages, you might have to download the same messages twice. If you download messages in small batches, you'll have fewer messages to download twice if you lose your connection.

1. Choose File - Tools - Services.
2. Select "Lotus Mail Internet Transport."
3. Click Properties.
4. Click the Advanced tab.
5. Enter a number in the "Reestablish connection every" box.
6. Click OK.
7. Click Close.

Changing your Dial-Up Networking connection

You might need to use a different Dial-Up Networking connection if you connect from a different place. For example, if you connect from a hotel, you might need to add a prefix to the telephone number to place a call outside the hotel.

1. Choose File - Tools - Services.
2. Select "Lotus Mail Internet Transport."
3. Click Properties.
4. Click the Connection tab.
5. Choose a Dial-Up Networking connection from the list.
6. (Optional) Click Add to create a new Dial-Up Networking connection.

Tip In Windows 95, you can add a new connection or view connection properties without using Lotus Mail. To do so, choose My Computer, and then choose Dial-Up Networking. See the Windows 95 online help for information.

Changing the connection timeout

You can change how long to wait before canceling a connection when the server does not respond.

1. Choose File - Tools - Services.
2. Select "Lotus Mail Internet Transport."
3. Click Properties.
4. Click the Advanced tab.
5. Enter a number in the "Connection timeout" box. The default is 120 seconds.
6. Click OK.
7. Click Close.

Changing the text character set when you send

Some of your recipients might not have mail readers that can display all of the formatting and character attributes in your message. If recipients have problems reading your messages, try changing the character set.

Tip In almost all cases, you should use the default (""). The default automatically uses the correct character set for your international configuration. If your recipients report that your messages include odd characters, try using a different character set.

1. Choose File - Tools - Services.
2. Select "Lotus Mail Internet Transport."
3. Click Properties.
4. Click the Advanced tab.
5. Choose a character set from the "Text character set" list.
6. Click OK.
7. Click Close.

Changing your Internet service provider information

Use this procedure if your Internet service provider connection information changes. For example, you might switch to a different Internet service provider with a different POP3 host name.

Contact your Internet service provider for the information you need to change.

1. Choose File - Tools - Services.
2. Select "Lotus Mail Internet Transport."
3. Click Properties.
4. Change the properties as needed.
5. Click OK.
6. Click Close.
7. The next time you log in to Lotus Mail, you will use the new service provider information.

Chapter 2

Reading and Printing Messages

Connecting to send and receive messages

To send and receive messages, you need to connect to your Internet service provider. (If you aren't already connected, when you send a message, the message goes to your Outbox and stays there until you connect to your Internet service provider.)



Choose Actions - Deliver Mail.

Tip You can connect every time you send a message or on a schedule.

Updating the Inbox to see new messages

To connect to your Internet service provider and download new messages, choose Actions - Deliver Mail. (Messages in the Outbox are sent at the same time.)

Overview: Reading messages

About the Mailbox




The Mailbox contains your messages. From the Mailbox, you can read, reply to, forward, print, store, delete, move, and copy messages.

Sort order

You can sort messages by any column, for example, date received, author, and so forth.

Customizing message information

You can change the columns in the message list pane.

<i>Column</i>	<i>Information</i>
	The message priority. Displays "!" if the message is urgent.
	Displays a paperclip if the message includes one or more attachments.
Author	The person who sent the message.
Subject	The subject of the message.
Received	The date that the message was received.
Size	The size of the message in kilobytes.
Submitted	The date the message was sent.
Sensitivity	Displays the level of confidentiality (Normal, Personal, Private, and Confidential.) This option is not provided by all service providers.
Created	The date that the message was created.
Body	A portion of the message text.
Folder	The folder containing the message.
To	The person the message is addressed to.
Modified	The date that you stored a message in a folder. For example, if you sort messages in a folder in the Modified order, they are listed in the order that you copied them into the folder.
Receipt	Whether the message included a return receipt
	Click this icon to group replies with the original message.

Changing the columns displayed in the Mailbox



1. Choose Window - Mailbox to open the Mailbox.
2. Open the Inbox, a folder, or a local archive.
3. Choose View - Design List View.
4. To add a column, select a column in the "Available columns" list and click Add.
5. To remove a column, select a column in the "Show the following columns" list and click Remove.
6. Click OK.

Sorting messages in the message list pane

You can sort messages according to any column in the message list pane. For example, you can sort by date received, alphabetically by author, by priority, and so forth.

To sort messages, click a column heading.

To reverse the sort order, click the column heading again.

Tip On columns that are wide enough, an arrow is displayed showing how the messages are sorted, for example, newer messages first.

Previewing unopened messages

You can preview the contents of messages without opening them.

1. In the Mailbox, choose View - Show Preview Pane.
2. Select a message to see its contents in the preview pane.

Tip To hide the preview pane, choose View - Show Preview Pane again.

Reading a message



1. Choose Window - Mailbox.
2. Click a message container, for example, the Inbox.
3. Double-click the message that you want to read.
4. To close the current message, choose File - Close.



Tip Unread messages appear in colored text (or bold text on monochrome monitors).

Closing a message

If you close a message that you've created but haven't finished, a dialog box asks what you want to do with the message.

Deleting a message

To delete an unopened message

1. In the Mailbox, click any message container and select the message or messages that you want to delete.
2. Choose Actions - Move to Trash.



To delete an open message

Choose Actions - Move to Trash.



To delete an open message and display the next message

Choose Actions - Delete and then Go To Next.



To delete an open message and display the previous one

Choose Actions - Delete and then Go To Previous.

Viewing an attachment

To view an attachment, click the attachment to select it, and then choose Edit - Attachment Object - View.

Viewing an attachment opens the attachment in a separate window.

Launching an attachment

When you launch an attachment, you start the application used to create the attachment.

1. Locate the attachment in the message text pane.
2. Double-click the attachment to launch it.

If your computer doesn't include the application needed to launch the attachment, you are asked to find the application. If you can't find it, you are asked if you want to view the attachment instead.

3. Exit from the application.

Tip If there is no Launch command available for an attachment, the attachment is an OLE object. You need to install the application in which it was created in order to launch it.

Opening a Web site from a message

While reading a message, double-click a URL, for example, <http://www.ccmail.com>. Your World Wide Web browser starts, and the Web site appears. (If you use more than one browser, the last one you used starts.)

Note The URL must begin with "http:" or "https:". There can't be any characters other than a space immediately before the "h."

Printing messages and attachments

Printing an open message



1. Choose File - Print.
2. (Optional) Select the print options.
3. Click OK.
4. (Optional) Select the printer.
5. (Optional) Select the number of copies to print.
6. (Optional) To select additional print options, click Properties.
7. Click OK to print the message.

Note The Print dialog box might have different options depending on the operating system you are using.

Printing an unopened message



1. In the Mailbox, select the message or messages that you want to print.
2. Choose File - Print.
3. Select "Message(s) with all attachments."
or
Select "Message(s)" to print messages without the attachments.
4. (Optional) Click Options to choose message header print options.
5. Click OK.
6. (Optional) Select the printer.
7. (Optional) Select the number of copies to print.
8. (Optional) To select additional print options, click Properties.
9. Click OK.

Note The Print dialog box might have different options depending on the operating system you are using.

Printing an attachment

1. Select an attachment in a message.
2. Choose Edit - Attachment Object - Print.

Chapter 3 Creating Messages

Creating and sending a message



1. Choose Create - Message to open a new Message window.
2. Type the recipient's name in the Address box (usually in last name, first name format).
Tip If you're not sure of an address, choose Actions - Address to choose an address from the Address Book dialog box.
3. Press ENTER to add the name to the recipient list.
If the name is not recognized, you are asked to verify the address.
4. Repeat steps 2 - 3 for each recipient.
5. Type a subject for your message in the "Subject" box and press ENTER.
6. (Optional) Select the message priority and return-receipt options.
7. Type your message in the message text pane.
8. Choose Actions - Send.
9. (Optional) Choose Actions - Deliver Mail to send the message from the Outbox.



Finding an address in the Address Book dialog box



1. While creating a message, choose Actions - Address.
2. (Optional) If you use more than one address book, for example, if your profile includes an LDAP service provider, choose an address book in which to search.
3. Choose Find.
4. Enter part of the name you are looking for, or enter the entire name. For example, to find all addresses that contain "Bob," enter "Bob."
5. Click OK.
The names that match what you typed appear in the Address Book dialog box.

Tips

- After you find the address, select it and click Properties to find more information or to add it to your Personal Address Book.
- When you search for an address, the Search Results entry is added to the "Show Names from the" box.



Finding an address in an Internet Directory

Note You can look for addresses in an Internet Directory only if you have installed the Simple Internet Address Book Provider.



1. While creating a message, choose Actions - Address.
2. Choose the Internet Directory from the "Show names from the" list.
3. Click Find.
4. Enter a name to search for.

Tip Enter part of the name you are looking for, or enter the entire name. For example, to find all addresses that contain "Bob," enter "Bob."

5. Click OK.

The names that match what you typed appear in the Address Book dialog box.

6. (Optional) To find information on a name, select it and click Properties.
7. (Optional) To add the name to your Personal Address Book, select the name, click Properties, and click Personal Address Book.

Sending a message to a mailing list



1. While creating a message, choose Actions - Address.
2. Choose an address book from the "Show Names from the" box.



3. Select a mailing list name from the Address list on the left.

Tip Mailing list addresses are in bold type, and have a mailing list icon.

4. Choose the address mode (To, cc, or bcc).
5. Click OK.
6. Complete your message and choose Actions - Send.



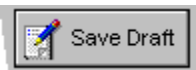
Sending with MIME compatible character encoding

In most cases, you should use the default setting (8-bit encoding) to accommodate the widest range of e-mail readers. However, if your recipients report that your messages aren't displayed correctly, you can change the character encoding so that your messages are formatted optimally for those readers.

1. Choose File - Tools - Services.
2. Select "Lotus Mail Internet Transport."
3. Click Properties.
4. Click the Advanced tab.
5. Select or deselect "Send text using 8-bit encoding."
6. Click OK.
7. Click Close.

Saving an unfinished message

You can save an unfinished message in the Drafts folder and send it later.



While creating a message, choose File - Save Draft.

Retrieving an unfinished message

To complete a draft message, you must retrieve it from the Drafts folder.

1. In the Mailbox, click the Drafts folder.
2. Double-click the message that you want to complete.
3. Finish the message and choose Actions - Send.
4. (Optional) Choose Actions - Deliver Mail to send the message from the Outbox.



Creating stationery

You can create stationery for types of messages that you send frequently, such as status reports, meeting minutes, and so forth. You can include any kind of message information in your stationery, such as recipients, a subject, message text, priority, and attachments. (You can't include sent mail options.)



1. Choose Window - Mailbox.
2. Choose Actions - Stationery to display the Stationery dialog box.
3. Choose New to display a new message window.
4. (Optional) Enter a name in the Address box, or choose Actions - Address to choose a name from the Address Book dialog box.
Tip If you're not sure of an address, choose Actions - Address to choose an address from the Address Book dialog box.
5. (Optional) Select Return receipt.
6. (Optional) Set the message priority.
7. (Optional) Type your message in the message text pane.
8. Choose File - Save Stationery.
9. Enter a name for the stationery.
10. Click OK to return to the Stationery dialog box.
11. Click OK.

Creating a message using stationery

Use stationery to speed up the process of creating standard messages such as memos, status reports, and so forth.

1. Choose Create - Other Message.
2. Click a stationery name to open a stationery message.
3. If necessary, enter a name in the Address box, or choose Actions - Address to choose a name from the Address Book dialog box.
Tip If you're not sure of an address, choose Actions - Address to choose an address from the Address Book dialog box.
4. Type your message in the message text pane.
5. Choose Actions - Send to send the message.
6. (Optional) Choose Actions - Deliver Mail to send the message from the Outbox.

Overview: Replying to and forwarding messages

Replying to messages

When replying, you have the following options:

- Respond to the sender of the message only, or to the sender and all other recipients.
- Include the original message in your reply, or include only your message text.

Forwarding messages

You can forward messages to one or more addresses.

As with replies, you can add your comments and attachments to the original message.

If you want to forward the message without making any changes to it, you can select it in the Inbox and forward it without opening it first.

Replying to a message



1. In the Mailbox, open a message in any message container.
2. Choose Create - Reply.
3. Choose the type of reply.
4. (Optional) Add addresses.

Tip If you're not sure of an address, choose Actions - Address to choose an address from the Address Book dialog box.

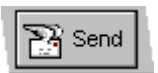


5. Type your reply in the message text pane.
6. Choose Actions - Send to send the message.
7. (Optional) Choose Actions - Deliver Mail to send the message from the Outbox.

Forwarding an open message



1. In the Mailbox, open a message in any message container.
2. Choose Create - Forward.
3. Select or deselect "Retain forwarding history."
4. Enter an address.



5. (Optional) Add text to the message.
6. Choose Actions - Send to send the message.
7. (Optional) Choose Actions - Deliver Mail to send the message from the Outbox.

Forwarding unopened messages



1. In the Mailbox, select one or more messages from any message container.
2. Choose Create - Forward.
3. Select a name in the "Address" list.
Tip You can also type the name in the Address box.
4. Click To, cc, or bcc.
5. Repeat steps 3 and 4 for additional names.
6. Click OK.
7. Select or deselect Retain Forwarding History.
8. Click OK.
9. (Optional) Choose Actions - Deliver Mail to send the message from the Outbox.



Spell checking a message

Note You can spell check text only in messages. You cannot spell check attachments.

1. Place the insertion point where you want to begin checking.
or
Select the text that you want to check.
2. Choose Edit - Check Spelling.
3. If spell check finds an unrecognized or repeated word, type the correct spelling in the "Change to" box.
or
Select the correct spelling from the Suggestions list.
4. Select an option to continue.
Repeat this procedure for each unrecognized or repeated word.



Finding text in a message

1. Place the insertion point where you want to begin searching.
2. Choose Edit - Find.
3. Enter the text that you want to find.
4. (Optional) Set the options that you want to apply to the search.
5. Click Find Next.
6. Repeat step 5 as needed.
7. Click Cancel to end the search.

Tips

- To search for the same word again after you have closed the Find dialog box, press F3.
- You can select the text you want to find before choosing Edit - Find.

Finding and replacing text in a message

You can replace only message text. You cannot replace text in attachments.

1. Place the insertion point where you want to begin searching.
2. Choose Edit - Replace.
3. Enter the text that you want to find in the “Find what” box.
4. Enter the text that you want to use as the replacement in the “Replace with” box.
5. Set the options that you want to apply to the search.
6. Click Replace to replace the first occurrence of the text and search for the next occurrence.
or
Click Replace All to replace all occurrences of the text.
or
Click Find Next to find the next occurrence without changing the current one.

Finding text in an attachment



1. While viewing an attachment, place the insertion point where you want to begin searching.
2. Choose Edit - Find.
3. Enter the text that you want to find.
4. Set the options that you want to apply to the search.
5. Click Find.

Tip To search for the same word again, press F3.

Overview: Attaching files to messages

Attaching a file

You can attach any type of file to a message. An attachment appears in a message as an icon. Recipients of your message can read and save the attachments you send them.

Embedding OLE objects

You can embed OLE objects from OLE server applications. OLE objects maintain a live link between the OLE application and the message. Therefore, if you edit an OLE object, it is updated in the OLE application and in the message where it is embedded.

For example, you can create stationery that includes an embedded OLE spreadsheet. Whenever you update the spreadsheet in the spreadsheet application, it is updated in your stationery message as well.

Pasting objects from the Clipboard

You can paste text and graphics from other applications directly into a message. Pasted text and graphics become part of the message; they are not attachments.

Limits

- You can attach up to 20 files to a message; however, the exact number of files you can attach depends on the size of your message and the type of attachments. If you attach too many files, you see a warning message.
- Some e-mail programs can't display OLE attachments. Check with your recipients before sending a message with an OLE attachment.



Attaching a file

1. While creating a message, choose File - Attach.
2. Type a file name, or select a file from the file list.
If the file name is not listed, look in a different folder.
3. Click Open to attach the file.

Tip You can drag and drop files from a Windows file folder to a message, and from one message to another. You can also drag and drop attachments from a message to a Windows file folder.

Saving an attachment

1. Open a message that includes an attachment.
2. Click the Attachments icon in the message header.



3. Select the attachment you want to save.
4. Click Save.
5. (Optional) Choose a file name and folder for the attachment.
6. Click Save.

Deleting an attachment



1. In the message text pane, select the attachment that you want to delete.
2. Choose Edit - Clear.

Editing an attachment

1. Double-click the attachment to launch it.
2. Make your changes.
3. (Optional) Save the attachment to your hard disk.
4. Exit from the application.
5. Click Yes to save the changes you made to the attachment.

When you send the message, you are asked if you want to keep the changes you made to the attachment.

Renaming an attachment

1. Select the attachment.
2. Choose Edit - Attachment Object - Rename.
3. Enter a new name in the "Label" box.
4. Click OK.

Overview: Addressing messages

You work with addresses in two places:

- The Address Book dialog box
- The Address Book window

About the Address Book dialog box

Use the Address Book dialog box to enter addresses while you're preparing messages.

To open the Address Book dialog box, choose Actions - Address while creating a message.

About the Address Book window

Use the Address Book window for the following tasks:

- Managing your Personal Address Book
- Working with mailing lists
- Finding out how many addresses are in your Personal Address Book

To open the Address Book window, choose Window - Address Book.

Tip You can drag an address from the Address Book window to a message.

Creating an address

You can create addresses and add them to your Personal Address Book.

1. In the Address Book window, click Personal Address Book in the address book pane.
2. Choose Create - Address Book Entry.
3. Select "Lotus Mail Internet Address."
4. Click OK.
5. Enter the person's name in the "Name" box. This can be any name; for example, "John Valentine," "John," "JV," and so forth.
6. Enter the e-mail address in the "E-Mail address" box; for example "jvalentine@silver.com."
7. (Optional) Enter a comment.
8. Click OK.

Adding addresses to your Personal Address Book automatically

You can automatically add the addresses from every message you receive to your Personal Address Book. The addresses are added when you open the message.



1. Choose File - Tools - User Preferences.
2. Click Read/Reply/Forward in the Preference list.
3. Select "Add author to Personal Address Book."
4. Click OK.

Tip To delete an address from your Personal Address Book, select it and press DELETE.

Creating a mailing list

A mailing list is a group of addresses. When you address to a mailing list, everyone in the list receives your message.



1. Choose Window - Address Book.
2. Select Personal Address Book.
3. Choose Create - Mailing List.
4. Enter a name for the mailing list in the "Name" box.
5. (Optional) Add comments and a friendly name.
6. Click Add/Remove Members.
7. Select one or more names from the list of names on the left.
8. Click Add.
9. Click OK to return to the New Mailing List Properties dialog box.
10. Click OK.

Viewing the addresses in a mailing list

1. In the Address Book window, click an address book in the address book pane.
2. Select a mailing list.
3. Choose File - Properties.

Editing a mailing list

1. In the Address Book window, double-click the mailing list you want to edit.
2. To rename the mailing list, change the name in the "Name" box.
3. To add or remove names, click Add/Remove Members.
4. To add a name, select one or more names from the list of names on the left and click Add.
5. To remove a name, select it from the list on the right and click Remove.
6. Click OK.

Chapter 4

Saving and Finding Messages

Overview: Saving messages

You can save messages in the following ways:

Saving a message as a file

You can save message text as a file on a disk. You can also save attachments as separate files.

Saving an unfinished message

You can save a message in the Drafts folder instead of sending it. You can reopen the message later to complete it.

Saving a copy of a message when you send it

You can save a message in any folder or local archive when you send it.

Storing a message in a folder

Folders provide a filing system for storing messages. Folders are stored in your mail system as a part of your Mailbox.

Storing a message in a local archive

Local archives also provide a filing system for storing messages. Unlike folders, they are stored as files on your hard disk so that you can use them for long-term, permanent storage. (Folders, by contrast, are stored as part of your Mailbox.)

You cannot delete or move messages from a local archive. To delete messages from a local archive, you must delete the entire archive.

Creating a new folder



1. In the Mailbox, choose Create - Folder.
2. Enter a name for the folder.
3. Choose a location for the new folder.
4. Click OK.

Tip You can create a folder inside another folder.

Storing a message in a folder

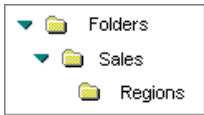


1. In the Mailbox, select one or more messages from any message container.
2. Choose Actions - Store to Folder.
3. Select Copy or Move.
4. Select the folder in which you want to store the message.
5. Click OK.

Tips

- Click New to create a folder.
- You cannot save a message in the top-level folder container. Double-click the folder container to see the storage folders. If there are no folders, click New to create one.
- Folders displaying a triangle contain at least one nested folder. Click the triangle to see the next level of folders.

Renaming a folder



1. In the Mailbox, double-click the Folders container to see the list of folders.
2. Select the folder that you want to rename.
3. Choose Edit - Rename.
4. Enter the new name.
5. Click OK.

Deleting a message from a folder

1. In the Mailbox, double-click the Folders container to see the list of folders.
2. Click the folder from which you want to delete messages.
3. Select the messages that you want to delete.
4. Choose Edit - Clear.



Deleting a folder

1. In the Mailbox, double-click the Folders container.
2. Select the folder that you want to delete.
3. Choose Edit - Clear.
Caution When you delete a folder, you delete all of the messages in it.
4. Click OK.

Overview: Finding messages

You can find messages in any message container, for example, the Inbox, folders, and local archives.

Finding messages

Use the search bar to find messages. You can perform a simple search or use conditions to focus a search. For example, you can search for a message sent by a specific author about a specific subject.



To display the search bar, choose View - Search Bar

Finding an address in the Address Book dialog box

You can search in the Address Book dialog box while addressing a message.

Finding an address in the Address Book window

You can search for names in your Personal Address Book, but you can't use search conditions.

Searching with rules

You can create a rule to perform a search, and then perform another action. For example, you can create a rule that will search for a specific message and automatically move that message to a folder.

Finding a message



1. In the Mailbox, click the message container that you want to search in.
2. Choose View - Search Bar.
3. Enter the text you want to search for in the Search box.
or
Click Conditions to focus the search.
To add more than one condition, press ENTER after adding each condition, or click below the last condition.
To delete a condition, select it and click Delete.
4. Click Search.
The messages matching your search criteria appear in the message list pane.

5. (Optional) To search in another container, click it.
6. (Optional) Click Reset to display all messages in the container and clear the Search box.

Tip Select the All Documents folder to search all of the messages in your Mailbox.

Tips for entering search conditions

Entering more than one condition

When you use more than one condition, you can focus or broaden your search by using the “and” and “or” operators:



- Use “and” to limit the condition, for example, to search for a message that contains a specific subject *and* is from a specific author.
- Use “or” to widen a condition, for example, to search for an address that contains a specific name *or* is from a specific author.

When you mix and/or operators in multiple conditions, the conditions are grouped cumulatively from top to bottom. For example, “X and Y or Z” is searched as “(X and Y) or Z,” not “X and (Y or Z).” Results will be different depending on the order of the conditions.

Exact and inexact comparisons

Use “contains” or “does not contain” to specify an inexact match, for example, when you only know part of a subject.

Use “is” or “is not” to specify an exact match. For example, to find a subject using “is” or “is not,” you must include the exact subject text.

Deleting a condition

To delete a condition, click it and click Delete.

Limitation

Using wild-card characters, for example, “*,” is not supported.

Finding an attachment

You can find an attachment by searching for all or part of its file name. For example, if the attachment is named Letter_1.txt, you can search for file names that contain "Letter."

1. In the Mailbox, choose View - Search Bar.
2. Click Conditions.
3. Choose Item title from the list.
4. Enter the attachment file name in the text field.
5. (Optional) Click in the space below the condition you just created to add more conditions.

To delete a condition, select it and click Delete.

6. Click OK.
7. Click Search.
8. Select the All Documents folder to search all of the messages in your Mailbox.

Chapter 5

Managing Messages with Rules

Overview: Automating tasks with rules

What can I use rules for?

Use rules to automate many tasks and to manage your messages. Some common uses for rules include the following:

- Automatically file your incoming messages in specific folders.
- Notify you whenever you receive a message from a particular sender.
- Automatically send a prepared message to anyone who sends you mail while you're on vacation.

To automate a task, you choose a rule action:

<i>Task</i>	<i>Rule action</i>
Copy or move messages to a folder or local archive	Copy to Move to
Automatically reply to messages you receive	Reply using a stationery message
Automatically store messages you send	Store to
Automatically add recipients to messages you send	Add recipient Add recipient via stationery
Automatically forward messages you receive	Forward Forward using recipients from stationery
Automatically send a message	Send a stationery message

<i>Task</i>	<i>Rule action</i>
View, launch, and save attachments	Open in window Launch attachments Save attachments in
Print messages	Print
Delete messages	Delete
Specify how rules are run	Alert Beep Confirm
Mark messages as read	Mark as read
Run other rules and programs	Run rule Run program Log out

Disabling the Rule Engine

If you don't use rules, you can save memory resources by disabling the Rule Engine.

Notes

- When the Rule Engine is disabled, you can still use rules that run manually and when sending a message.
- To enable the Rule Engine, restart Lotus Mail.

Overview: Creating a rule

About creating a rule

When you create a rule, you specify what the rule does, when it runs, and which messages it acts on.

What do I want the rule to do?

Just about all basic mail tasks can be run with rules: storing messages, searching for messages, deleting, even replying to and forwarding messages. The actions that you can define vary according to the purpose of the rule. For example, a rule that works with messages will have actions that apply to messages (delete, store, reply, and so forth).

Tip With some actions, you need to prepare ahead of time before you create the rule. For example, if the rule is going to store messages in a folder, make sure the folder already exists.

When do I want the rule to run?

Rules can run automatically, for example, when you start Lotus Mail, or when you exit from Lotus Mail. For example, if you're creating a rule that automatically deletes messages, you probably want the rule to run when you exit.

Rules can also be run manually. For example, you might have a rule that sends a pre-defined message, but there is no specific time you want to send it.

You can also define an active period for the rule. For example, you can run a rule only on certain days of the week, or for a week while you're on vacation.

No matter when you specify a rule to run, you can always disable it and enable it at any time.

What do I want the rule to act on?

Many rules search for messages. You can search in the Inbox, and in any folder or local archive. For example, you can search for the subject "Stock price" in any message in any folder, or only in a specific folder.

How specific should the rule be?

You can set up a number of conditions that need to be met before a rule can run. For example, a very focused rule might require the messages it acts on to meet the following conditions:

"All messages in the Inbox, received before a certain date, sent by a specific person about a certain subject, that do not exceed a certain size."

Editing a rule

You can always edit a rule to change any of its components.

Creating a new rule

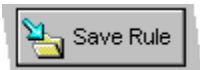


1. Choose Create - Rule.
2. In the "Description" box, type a brief description of your rule.
3. Select Enabled to enable the rule.
Tip You can disable a rule at any time.
4. Select when to run the rule.
5. Define the active period for the rule.
6. Click the What to Do tab to continue creating the rule.
7. Select a search location from the "Find messages in" box.
Tip Depending on what your rule does, it might not require search locations.
8. Use the menus in the "With conditions" box to define the conditions you want to apply to this rule.
 - To add more than one condition, press ENTER.
 - To delete a condition, select it and choose Edit - Clear.
9. Select an action from the "Actions to perform" box.
10. (Optional) Choose Rules - Test Rule to test the rule.
or
(Optional) Choose Rules - Run Rule to immediately run the rule.
11. Choose Rules - Save Rule.
The new rule appears in the rules list.

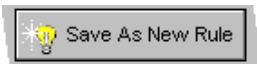
Editing a rule



1. Click the Rules folder in the Mailbox.
2. Double-click the rule that you want to edit.
3. Use the controls in the Rule window to edit each element of the rule.
Tip If you want to save the rule as a new rule, be sure to enter a new rule name.



4. Choose Rules - Save Rule to overwrite the rule.
or



Choose Rules - New Rule to save a new copy of the rule.

Enabling a rule

The Enabled column in the rules list tells you whether each rule is enabled or disabled.



1. Click the Rules folder in the Mailbox.
2. Double-click the rule you want to enable.
3. Select "Enabled."
4. Choose Rules - Save Rule.

Note Manual rules are always enabled.

Disabling a rule

The Enabled column in the rules list tells you whether each rule is enabled or disabled.

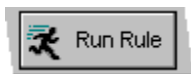
1. Click the Rules folder in the Mailbox.
2. Double-click the rule you want to disable.
3. Deselect Enabled.
4. Choose Rules - Save Rule.

Note Rules that are defined to run manually are always enabled.

Running a rule manually



1. Click the Rules folder in the Mailbox.
2. Select the rule (or rules) that you want to run.
3. Click Run Rule.



Receiving notification after a rule is run



1. Choose File - Tools - User Preferences.
2. Click Rules in the Preference list.
3. Select "Notify after execution."
4. Click OK.



Chapter 6 Troubleshooting

Frequently asked questions

Can I create friendly names to simplify addressing?

Yes. Friendly names are especially useful for Internet addresses. For example, instead of addressing to "jvalentine@silver.com," you can address to the friendly name "John Valentine" or "JV."

How can I make Lotus Mail work faster?

You can work with your e-mail faster if you limit the number of messages in your Inbox. In addition to manually deleting messages when you no longer need them, you can do the following:

- Store messages in folders and local archives.
- Delete old messages in the Trash and Sent Mail folders.
- Create a rule to automatically move old messages from your Inbox to a local archive.
- Create a rule to automatically move specific messages, for example, from a list server, to a folder.

What is the Outbox?

The Outbox stores messages that you send until you connect. You can create and send numerous messages, and then connect to send all of the messages in the Outbox at one time.

What is the Rule Engine?

The Rule Engine is a small application that runs rules. For example, if you have a rule that moves messages from your Inbox to a folder, the Rule Engine is responsible for running that rule.

If you don't use rules, you can save memory resources by disabling the Rule Engine.

Notes

- When the Rule Engine is disabled, you can still use rules that run manually and when sending a message.
- To enable the Rule Engine, restart Lotus Mail.

Can I open an attachment from an application that I don't have on my computer?

You can view a wide variety of files including spreadsheets, graphics, database, word processing files, and PKZIP files.

Can I automatically sort messages as I receive them?

Yes. To automatically copy or move messages to folders and local archives as you receive them, and to perform other mail-management tasks, use rules.

How are folders different from local archives?

Folders store messages in your Mailbox. Folders are most often used for temporary storage. You can delete messages from folders as you would delete messages from the Inbox.

Local archives store messages anywhere on a disk. Local archives are most often used for permanent storage. You can't delete individual messages from a local archive, but you can delete an entire local archive file.

Why can't I use my some of my keyboard shortcuts?

Some shortcuts might work differently from what you are used to. For example, CTRL+S now saves your message to the Drafts folder.

Why can't I find a menu or command?

Menus and commands are enabled and disabled according to the tasks you can perform at the current time. For example, the Text menu appears when you are creating or editing a message, since that's the only time you need to format text.

Why can't I find an attachment in a message?

Attachments can be placed anywhere in a message. If you don't see an attachment in a message, scroll down to find it.



You can also click the attachment button in the message header to see a list of all the attachments in the message.

Why can't I find a folder?

The folder might be nested inside another folder. To see all your folders, choose View - Expand All.



Why can't I delete a message from a local archive?

You cannot move or delete messages from a local archive. However, you can create a new local archive, copy the messages that you want to keep into it, and then delete the old local archive along with the messages you don't want.

Why aren't my messages listed in the correct order?

You can sort messages according to any column in the message list pane. For example, you can sort by date received, alphabetically by author, by priority, and so forth.

To sort messages by a column, click that column heading.

Why can't I find a message in the Drafts folder?

If you can't find a message in the Drafts folder, it might be because the message was saved without a recipient or subject. In that case, the message is displayed in the list with little or no information to identify it. In most cases, the message was saved with the date, in which case you can use the date to identify which message to open.

Reporting problems to your network administrator

When you report a problem to your network administrator or Internet service provider, provide the following information:

- Product name and release number
- Type of hardware
- Operating system and version number
- Exact text of the message you received
- What you were trying to do when you received the error

Lotus Mail error messages

If you can't solve the problem after trying the solutions in this topic, contact your network administrator or Internet service provider. If you don't have a network administrator, contact cc:Mail Support Services. See the README.TXT file for information on contacting cc:Mail Support Services.

<i>Error message</i>	<i>Likely cause</i>	<i>Possible solution</i>
Action [rule action] in this rule needs more information. This action will be ignored.	You created a rule and assigned an action that needs more information. For example, a Confirm action needs confirmation text. The rule is saved without the action.	Use the rule as is, or edit the rule and enter the missing information.
Addressee is already in the list.	You tried to add a duplicate address.	Delete the duplicate address.
A fatal error has occurred. The program will be shut down.	Internal Error.	Contact your network administrator.
All Documents index needs to be updated. Rebuild index now?	You're using Lotus Mail on a non-cc:Mail service provider. The All Documents folder needs to be refreshed.	You should refresh the All Documents folder to reflect changes since your last login.
An internal error has occurred in the Service Provider. Please note the operation that caused the error and contact your Mail administrator.	Internal Error.	Contact your network administrator.
Attribute [number] is invalid.	This is an internal error.	Ask your network administrator to call Support Services.
Can't access stationery folder.	Internal Error. It is possible that your Mailbox might be corrupted.	Contact your network administrator.

<i>Error message</i>	<i>Likely cause</i>	<i>Possible solution</i>
Can't add attachments.	Internal Error. It is possible that the Mailbox might be corrupted.	Contact your network administrator.
Can't add word to the replace list.	Internal memory error.	Check memory and system resource usage.
Can't add word to the skip list.	Internal memory error.	Check memory and system resource usage.
Can't add word to user dictionary.	Lotus Mail can't access your user dictionary file or write to it.	Verify that your user dictionary file exists and that you have adequate disk space.
Can't attach file [file name].	1. System resources are too low to complete the current task.	1. Close windows and applications that you aren't currently using, and then try again.
	2. There is insufficient space on your temporary drive.	2. Create more space on your temporary drive.
Can't change password.	Internal Error.	Contact your network administrator or Internet service provider.
Can't complete operation due to insufficient memory.	System resources are too low to complete the current task.	Close windows and applications that you aren't currently using, and then try again.
Can't copy item.	1. You exceeded the limit for this container or item.	1. Delete items that you don't need before adding this item.

<i>Error message</i>	<i>Likely cause</i>	<i>Possible solution</i>
Can't copy item. (<i>cont.</i>)	2. The item is corrupt.	2. Verify that the item is not corrupt. (Try to read the message. If you see "Message cannot be read," the item is corrupt. Notify your network administrator.)
Can't copy or move messages to this folder.	You tried to add a message to the wrong type of folder; for example, the top-level local archive.	Verify that you are copying or moving the message to the correct folder.
Can't create folder.	Internal Error. It is possible that the Mailbox might be corrupted.	Contact your network administrator.
Can't create object. Make sure the object type is entered in the registry.	You tried to create an OLE object for an application that is not registered.	Verify that the OLE application is installed correctly. If necessary, reinstall it.
Can't create this profile.	You didn't supply all of the necessary information when creating a profile.	Recreate the profile.
Can't delete item.	You tried to delete an item that you can't delete.	See "Deleting a local archive."
Can't display object. The object type is not entered in the registry.	The message includes an OLE attachment from an application that is not installed on your computer.	Do one of the following: Install the appropriate application on your computer. Have the sender resend the message and attach the object as a file, not as an OLE object.
Can't edit this property.	You tried to change a message or address property that can't be changed.	Some properties are displayed for information only, not for editing.

<i>Error message</i>	<i>Likely cause</i>	<i>Possible solution</i>
Can't import an empty file.	You tried to import a file that has no text.	Verify that you are importing from the correct file.
Can't import the file.	You tried to import a file that is not a text file.	Verify that you are importing from the correct file.
Can't initialize OLE.	There was an error in the OLE sub-system.	Restart your computer.
Can't launch this file. Do you want to view it instead?	Your computer does not include the program with which the attachment was created.	View the attachment, or install the program that is needed to launch the attachment.
Can't load all of the attached objects.	1. System resources are too low to complete the current task.	1. Close windows and applications that you aren't currently using, and then try again.
	2. There is insufficient disk space.	2. Delete some files on your hard disk and try again.
Can't load file viewer. Problem with SCCVW.DLL.	1. System resources are too low to complete the current task.	1. Close windows and applications that you aren't currently using, and then try again.
	2. A program file (SCCVW.DLL) was installed in the wrong location, not installed, or deleted.	2. Verify that Lotus Mail was installed correctly, or reinstall Lotus Mail.
Can't load or initialize file viewer. Problem with SCCCH.DLL.	1. System resources are too low to complete the current task.	1. Close windows and applications that you aren't currently using, and then try again.

<i>Error message</i>	<i>Likely cause</i>	<i>Possible solution</i>
Can't load or initialize file viewer. Problem with SCCCH.DLL. (<i>cont.</i>)	2. A program file (SCCCH.DLL) was installed in the wrong location, not installed, or deleted.	2. Verify that Lotus Mail was installed correctly, or reinstall Lotus Mail.
Can't load shared component DLL.	1. System resources are too low to complete the current task. 2. A program file was installed in the wrong location, not installed, or deleted.	1. Close windows and applications that you aren't currently using, and then try again. 2. Verify that Lotus Mail was installed correctly, or reinstall Lotus Mail.
Can't load SmartIcons DLL.	1. System resources are too low to complete the current task. 2. A program file was installed in the wrong location, not installed, or deleted.	1. Close windows and applications that you aren't currently using, and then try again. 2. Verify that Lotus Mail was installed correctly, or reinstall Lotus Mail.
Can't load viewer for this file.	1. System resources are too low to complete the current task. 2. A program file was installed in the wrong location, not installed, or deleted.	1. Close windows and applications that you aren't currently using, and then try again. 2. Verify that Lotus Mail was installed correctly, or reinstall Lotus Mail.
Can't load viewer for this file. Additional files needed.	A program file was installed in the wrong location, not installed, or deleted.	Verify that Lotus Mail was installed correctly, or reinstall Lotus Mail. Use the custom install option to select which Viewer files to install.

<i>Error message</i>	<i>Likely cause</i>	<i>Possible solution</i>
Can't locate the Main Dictionary.	Lotus Mail can't locate the main dictionary files (.DIC) in the specified path.	Verify that the dictionary files exist and that you can access them.
Can't locate the User Dictionary.	Lotus Mail can't locate the user dictionary file in the specified path.	Verify that your dictionary file exists and that you can access it.
Can't log in.	You entered the wrong password.	Verify the password.
Can't modify view information.	1. System resources are too low to complete the current task.	1. Close windows and applications that you aren't currently using, and then try again.
	2. Internal Error.	2. Contact your network administrator.
Can't move/copy message.	1. You exceeded the limit for this container or item.	1. Delete items that you don't need before adding this message.
	2. The message could not be deleted (and therefore could not be moved).	2. Check the file attributes to verify that the message can be deleted.
	3. The message is corrupt.	3. Verify that the message is not corrupt. (Try to read the message. If you see "Message cannot be read," the message is corrupt. Notify your network administrator.)
Can't move item.	1. You exceeded the limit for this container or item.	1. Delete items that you don't need before adding this item.

<i>Error message</i>	<i>Likely cause</i>	<i>Possible solution</i>
Can't move item. (<i>cont.</i>)	2. The item could not be deleted (and therefore could not be moved). 3. The item is corrupt.	2. Check the file attributes to verify that the item can be deleted. 3. Verify that the item is not corrupt. (Try to read the message. If you see "Message cannot be read," the item is corrupt. Notify your network administrator.)
Can't open address book.	1. System resources are too low to complete the current task. 2. Internal error accessing your address book.	1. Close windows and applications that you aren't currently using, and then try again. 2. Contact your network administrator.
Can't open this document or application.	1. System resources are too low to complete the current task. 2. The application was installed incorrectly.	1. Close windows and applications that you aren't currently using, and then try again. 2. Verify that the application was installed correctly.
Can't save message.	Systems resources are low.	Close windows and applications that you aren't currently using, and then try again.
Can't save rule.	You have run out of space in your user directory.	Clear some space on the drive where your user directory resides, and try to save the rule again.

<i>Error message</i>	<i>Likely cause</i>	<i>Possible solution</i>
Can't save this file.	1. There is insufficient space or you don't have the appropriate access privileges to save this file.	1. Make space for the file by deleting files you no longer need, or use the Save As command to save the file to a location where there is space and where you have the appropriate access privileges.
	2. The file is corrupt, or there was an internal system error when you saved.	2. Try to save the file again.
Can't send message.	Internal error.	Contact your network administrator.
Can't send message because there are no recognized recipients.	You tried to send a message with no addresses.	Add addresses to the message and resend it.
Can't sort Address Book entries.	You tried to sort Address Book entries.	You can sort entries in the Mailbox, but not in the Address Book.
Can't sort messages.	Internal Error.	Contact your network administrator.
Can't spell check word.	Spell Check returned an error.	Save your message as a Draft, and then exit Lotus Mail. Restart Lotus Mail and try again.
Can't start search.	System resources are too low to complete the current task.	Close windows and applications that you aren't currently using, and then try again.

<i>Error message</i>	<i>Likely cause</i>	<i>Possible solution</i>
Can't start the application.	<ol style="list-style-type: none"> 1. No file association exists or the application you're trying to run is not installed properly. 2. Lotus Mail can't load the application because of inadequate system resources. 	<ol style="list-style-type: none"> 1. Check the file association. If the association is valid, verify that the application you're trying to use is installed correctly. 2. Close windows and applications that you aren't currently using, and then try again.
Can't store view information.	<ol style="list-style-type: none"> 1. System resources are too low to complete the current task. 2. Internal Error. 	<ol style="list-style-type: none"> 1. Close windows and applications that you aren't currently using, and then try again. 2. Contact your network administrator.
Can't use this password.	Your password is too short or includes invalid characters.	Change your password.
Can't view file. Incorrect File ID.	Internal Error.	Contact your network administrator.
Can't view this file. Problem initializing display window.	System resources are too low to complete the current task.	Close windows and applications that you aren't currently using, and then try again.
Can't write to disk.	<ol style="list-style-type: none"> 1. There is a disk error. 	<ol style="list-style-type: none"> 1. Run the Windows 95 ScanDisk program to verify the disk. (From the Windows 95 Start menu, choose Programs - Accessories - System Tools - ScanDisk.)

<i>Error message</i>	<i>Likely cause</i>	<i>Possible solution</i>
Can't write to disk. (<i>cont.</i>)	2. There is insufficient space or you don't have the appropriate access privileges to save this file where it was previously saved.	2. Make space for the file by deleting files you no longer need, or use the Save As command to save the file to a location where there is space and where you have the appropriate access privileges.
Can't write to file due to insufficient disk space or access privileges.	There is insufficient space or you don't have the appropriate access privileges to save this file where it was previously saved.	Make space for the file by deleting files you no longer need, or use the Save As command to save the file to a location where there is space and where you have the appropriate access privileges.
Critical problem in Mailbox, shutting down.	Internal Error.	Contact your network administrator
Due to event type of rule, the invoking rule can't be executed.	You ran a rule that includes an action that can't be carried out. For example, the rule might specify to run another rule. If the second rule runs only on startup, it won't be able to run, since Lotus Mail is already started.	Edit the rule.
Duplicate addresses not added to list.	You tried to add an address that is already in the list.	Don't add duplicate addresses.
Error in [service provider name].	This is an internal service provider error.	Contact your network administrator.

<i>Error message</i>	<i>Likely cause</i>	<i>Possible solution</i>
Failed to load resource DLL.	<ol style="list-style-type: none"> 1. System resources are too low to complete the current task. 2. A program file was installed in the wrong location, not installed, or deleted. 	<ol style="list-style-type: none"> 1. Close windows and applications that you aren't currently using, and then try again. 2. Verify that Lotus Mail was installed correctly, or reinstall Lotus Mail.
[File name] can't be used as an archive name.	You entered an invalid name for a local archive.	Use a name that conforms to standard Windows file naming conventions.
[File name] exists. Replace existing file?	You entered a file name that already exists.	Determine whether you want to overwrite the file or rename it.
Folder [folder name] is missing. Can't run rule.	A rule is defined to search in a folder that has been deleted or renamed.	<p>Do one of the following:</p> <ul style="list-style-type: none"> - Create a folder using the name in the error message. - Edit the rule to look in another folder. - Delete the rule.
General failure.	Internal Error.	Restart Lotus Mail. If the problem occurs again, contact your network administrator.
Insufficient disk space.	You don't have enough disk space to complete the operation.	Delete files that you don't need.
Insufficient memory.	System resources are too low to complete the current task.	Close windows and applications that you aren't currently using, and then try again.

<i>Error message</i>	<i>Likely cause</i>	<i>Possible solution</i>
Log-in attempt failed. Can't open Mailbox. Try again?	There is a network or Mailbox problem.	Verify your network connection. If the problem persists, contact your network administrator or Internet service provider.
Log-in attempt failed. Can't open the default Mailbox.	Your profile is corrupted, or there was an internal error.	Contact your network administrator.
Log-in attempt failed. No Address Book is associated with this profile.	Your profile is corrupted, or there was an internal error.	Contact your network administrator.
Log-in attempt failed. Out of memory.	System resources are too low to complete the current task.	Close windows and applications that you aren't currently using, and then try again.
Log-in attempt failed. Try again?	1. You entered an invalid log-in name or password (or both). 2. There was a network or Mailbox error.	1. Reenter your log-in name and password correctly. 2. Check your network connection. If the problem persists, contact your network administrator.
Maximum tree level exceeded - can't expand.	You have created more nested folders than Lotus Mail is capable of displaying.	Don't use the Expand All option. Instead, expand only those folders that you need to access.
Message cannot be read.	Your Mailbox is corrupt or you are experiencing a network failure.	Notify your network administrator.

<i>Error message</i>	<i>Likely cause</i>	<i>Possible solution</i>
[Message] has not yet been read. It has either been deleted or moved to a place where it can no longer be tracked. No further notifications will be sent.	Your message was received, but was deleted or moved out of the Inbox without being read.	If necessary, resend the message.
No viewer available for this file type. or No viewer is registered for this object.	The file is not supported by a viewer.	Launch the attachment in its application, or view the file as an unrecognized format.
Path [file path] does not exist. Do you want to continue?	You specified a path (volume and file folder) that does not exist.	Verify that you have the correct path and perform the task again. If necessary, enter a different path, or create a folder to make the current path valid.
Previous move or delete action in rule has caused the message to no longer exist. Can't run the rest of the rule.	You ran a rule with more than one action, one of which is to delete or move a message. There is at least one other action that can't be completed because the message it is supposed to act on has been deleted or moved.	Edit the rule and place the actions in the correct order.
Replace list full, word not added.	You have filled the Replace All list.	Use Replace instead of Replace All.
Rule is missing. Can't run invoking rule.	You ran a rule that specifies to run another rule that doesn't exist.	Edit the rule that is causing the error message, or create the rule that it needs to run.

<i>Error message</i>	<i>Likely cause</i>	<i>Possible solution</i>
Search failed.	An error was encountered during a search.	You might have started a search while another search was still in progress. Make sure that no other searches are in progress.
Skip list full, word not added.	You have filled the Skip All list.	Use Skip instead of Skip All.
Some names could not be added to this Address Book.	The address you tried to add was invalid, or there is a problem with the post office.	Contact your network administrator.
Some names could not be added to this Mailing List.	The address you tried to add was invalid, or there is a problem with the post office.	Contact your network administrator.
Spelling errors were found, continue?	The automatic spell check found spelling errors in your message.	Correct the spelling or send the message as is.
Stationery is missing. Can't run rule.	You ran a rule that uses a stationery message that doesn't exist.	Create the stationery message, or edit the rule.
The file could not be opened.	1. There is insufficient space or you don't have the appropriate access privileges to save this file.	1. Make space for the file by deleting files you no longer need, or use the Save As command to save the file to a location where there is space and where you have the appropriate access privileges.
	2. The file is corrupt, or there was an internal system error when you saved.	2. Try to save the file again.

<i>Error message</i>	<i>Likely cause</i>	<i>Possible solution</i>
The following recipient(s) could not be reached.	<ol style="list-style-type: none"> 1. Some addresses in the message are incorrect. 2. There was an error at the recipient's Mailbox. 	<ol style="list-style-type: none"> 1. Verify the addresses. 2. Contact your network administrator or Internet service provider.
The language library is the incorrect version for this application. Please contact your Mail administrator.	Internal Error.	Contact your network administrator.
The maximum Mail address length of 126 characters has been exceeded.	You entered an address that was longer than 126 characters.	Use fewer optional address properties.
The version of the Windows Messaging subsystem (MAPI) installed on your computer is not current. You must upgrade MAPI before you can use this release of Lotus Mail.	You installed a version of Windows 95 that included an older version of MAPI.	Reinstall MAPI from your Lotus Mail installation disks or CD.
The viewer can't create the object. See your Mail administrator.	Internal Error.	Contact your network administrator.
There are no recipients.	You sent a message with no recipients.	Add addresses to your message.
There is already stationery with this name.	You created stationery with the same name as an existing stationery.	Choose a different name, rename the existing stationery, or delete the existing stationery.

<i>Error message</i>	<i>Likely cause</i>	<i>Possible solution</i>
There is less than 2MB free disk space on this drive. Make more space available or select another drive.	Disk space is low.	Delete files you don't need.
There is no application associated with the given file name extension.	No file association exists or the application you're trying to run is not installed properly.	Check the file association. If the association is valid, verify that the application you're trying to use is installed correctly.
There is not enough resource to create the viewer.	System resources are too low to complete the current task.	Close windows and applications that you aren't currently using, then try again.
There's already a folder at this level with this name.	You created a new folder, or renamed an existing folder, with a name of a folder that is already in the same nested level.	Give the folder a different name, or create a folder on a different level.
This file is corrupt.	You tried to open a corrupt file in the Viewer window.	Delete the file. Verify that you have the correct file.
This file is empty.	You tried to open an empty file in the Viewer window.	Verify that you have the correct file.
This file is corrupt.	You tried to open a corrupt file in the Viewer window.	Delete the file. Verify that you have the correct file.
This file is empty.	You tried to open an empty file in the Viewer window.	Verify that you have the correct file.
This file is password-protected or encrypted.	You tried to open a password-protected or encrypted file in the Viewer window.	Remove the password protection or encryption.

<i>Error message</i>	<i>Likely cause</i>	<i>Possible solution</i>
This information is required.	You tried to create an address or similar item without supplying required information.	Enter the required information and try again.
This name is not valid.	You specified an invalid file name.	Verify that you have the correct file name and enter it again.
Too many attachments. A Mail message can include up to 19 attachments.	You attached too many files to the message.	Send two or more messages with the attachments. Depending on the type of attachment and the size of the message, you might not be able to include 20 attachments in one message.
Unable to delete from archive. Do you want to continue with the rule?	You ran a rule that includes an action to delete a message from a local archive. Messages can't be deleted from a local archive.	Edit the rule.
Unable to move from archive. Do you want to continue with the rule?	You ran a rule that includes an action to move a message from a local archive. Messages can't be moved from a local archive.	Edit the rule.
Unable to move or copy to source folder. Do you want to continue with the rule?	You ran a rule that moves or copies a message to the same folder it is being moved or copied from.	Edit the rule.
Unknown type of problem.	An unknown problem occurred while trying to view an attachment. The attachment might be corrupted.	Try to launch the attachment in its application, or ask the author to resend the attachment.

<i>Error message</i>	<i>Likely cause</i>	<i>Possible solution</i>
Unknown viewer problem.	An unknown problem occurred while trying to view an attachment. The attachment might be corrupted.	Try to launch the attachment in its application, or ask the author to resend the attachment.
You can't nest this folder - maximum level has been reached.	You tried to create more than 256 levels of nested folders.	Create the folder under a different folder.
You entered an incorrect login name.	You entered an incorrect Lotus Mail login name while creating a profile.	Verify that you have the correct login name.
You entered an incorrect password.	You entered an incorrect Lotus Mail password while creating a profile.	Verify that you have the correct password.
You entered the name of a user who has not logged on from this system. This will create a new profile for this user. Do you want to create a new profile?	You entered the name of a new user, or entered your name incorrectly.	Click OK to create a new profile or reenter your name.
You must install the Windows Messaging subsystem (MAPI) before you can use Mail.	You installed Windows 95 without installing MAPI.	Install the Exchange software from your Windows 95 CD-ROM or disks.
You must name a folder to save it.	You tried to create a folder with no name.	Enter a name for the folder.
You need a different version of the spell checker. See your Mail administrator.	Lotus Mail can't find the correct spell check files.	Contact your network administrator to install the Lotus Mail spell checker.

<i>Error message</i>	<i>Likely cause</i>	<i>Possible solution</i>
Your account has been locked. See your Mail administrator.	Several attempts were made to log in to Lotus Mail with your login name and an incorrect password.	Contact your network administrator.
Your [drive name] drive, where temporary files are created, is low on disk space. This may cause some operations to fail.	Your temporary drive is full or nearly full.	Create more space on your temporary drive. Exit Windows and delete files that you no longer need, and then try again.
Your message did not reach some or all of the intended recipients.	<ol style="list-style-type: none"> 1. Some addresses were incorrect. 2. There was an error at the recipient's Mailbox. 	<ol style="list-style-type: none"> 1. Verify the addresses to which you sent the message. 2. Contact your network administrator.
Your password is either too short or has expired. You must change it.	Your password is too short or has expired.	Change your password.
Your password has expired. You must change it.	Your password has expired.	Change your password.

Glossary

Action bar

A row of icons at the top of the Mailbox and other windows. The icons are for the most common tasks for each window.



Address

The unique identifier of a person to which you can send e-mail.

Address book

A directory of addresses and mailing lists.

Address box

Use the Address box to enter an address in a message.



Address mode

The address mode defines how a recipient is addressed.

- Use "To" for recipients who are directly involved in the message.
- Use "cc" for recipients who should know about the message.
- Use "bcc" to send the message without the recipient's name appearing in other recipients' messages.

Return receipts are not returned when a message is sent to cc or bcc addresses.

APOP

A method of encrypting passwords sent over the Internet. APOP ensures that other users cannot learn your password by intercepting your messages.

Attachment

A file that is sent along with message.

You can attach almost any type of file to a message, including a text file, a compressed file, or a program file. You can save an attachment to a disk.



bcc

When addressing a message, choose bcc to send the message as a blind copy. A blind-copy address does not appear in the other recipients' messages.

A return receipt is not returned when a message is sent to a blind-copy address.

cc

When addressing a message, choose cc to send the message as a copy.

Return receipts are not returned on copied messages.

cc:Mail administrator

The person who manages your network and Internet connections, updates, and problem-solving. If you connect to an Internet service provider in an office environment, your network administrator should know how to connect your computer to the Internet.

Column separator

The vertical line between column titles at the top of some list panes. Use a mouse to drag a column separator and change the width of a column.

Download

To copy a message or a file to your computer from a remote location. For example, when you connect, messages are downloaded from your Internet service provider's server to your computer.

Drafts folder

You can save a message in the Drafts folder instead of sending it. You can then reopen the message later to complete it.

Drag and drop

Move or copy messages or addresses to another location by using the mouse.

To drag and drop an item, position the mouse pointer over the selection, press the mouse button, drag the mouse pointer to the new location, and release the mouse button.

There are many ways to use drag and drop, for example:

- Drag an address from an address book to a message
- Drag a file from a Windows folder to a message
- Drag a message to a folder or to a local archive
- Drag an address from one message to another

Folder

Folders provide a filing system for storing messages.

See also local archive.

FTP

File Transfer Protocol. A type of application used for transferring files on the Internet.

Guide Me

Help topics that present information on the current task. To use Guide Me, press F1 while viewing any window or dialog box.

Inbox

The Inbox stores the messages you receive.

To open the Inbox, choose Window - Mailbox.

To read a message in the Inbox, double-click it.

Internet

A world-wide network of computers, based primarily on TCP/IP. You can send e-mail from to any Internet e-mail address.

Internet Directory

An address book that uses LDAP to define names and addresses. Some public Internet Directories include millions of names. If you install the Simple Internet Address Book Provider with Lotus Mail, you can search Internet Directories when you create a message in Lotus Mail.

Internet service provider

An Internet service provider (ISP) is a company that provides access to the Internet. Most Internet providers include an e-mail server, which stores and transports your e-mail. You also use your Internet service provider to access the World Wide Web.

Keyboard shortcut

A combination of keys you can press instead of choosing a command from a menu or dialog box. For example, CTRL+S saves a message to the Drafts folder.

LAN

Local area network. A group of computers connected together. Computers on the same LAN can share files and programs.



Launch

To start an application.

You can launch an application by double-clicking an attachment in a message. For example, if you double-click a bitmap attachment, you launch a bitmap editing program such as Paintbrush.

LDAP

Lightweight Directory Access Protocol. A method of searching for and organizing addresses on the Internet.

An LDAP address is a collection of attributes that serve to identify the address as a unique entity on the Internet. Each of the entry's attributes has a type and one or more values. For example, the "mail" attribute might contain the value "jvalentine@silver.com."

LDAP addresses are arranged in a structure that reflects political, geographic, and/or organizational boundaries. For example, you can search for addresses in a particular country, state, company, department, and so forth.

Local archive

Use local archives for long-term storage of messages on your hard disk. You can create as many local archives as your hard disk can hold.

You can copy and move messages between local archives and other folders. You cannot delete or move messages from local archives.

See also folder.

Mailbox

To open the Mailbox, choose Window - Mailbox.

The Mailbox includes your Inbox and all other folders and local archives used for storing messages.

Mailing list

A list of addresses. You use a mailing list to send messages to groups of people, such as "Sales Managers."

MAPI

Message Application Programming Interface. The standard messaging software underlying many e-mail applications.

Message

The basic unit of exchange in e-mail programs. A message can include text, graphics, spreadsheets, and other types of attached files.



Message header

Information about a message, for example, the author, subject, recipients, and priority. The message header appears above the message text.

When you print a message, you can choose whether to include the message header.

MIME

Multipurpose Internet Mail Extensions. A standard method for transporting non-text data in e-mail; for example, graphics and audio.

OLE

Object Linking and Embedding. An OLE data object maintains a live link to its original application even when it is placed in another type of file. For example, you can embed a Lotus 1-2-3 OLE spreadsheet in a message, update the spreadsheet in Lotus 1-2-3, and the changes will be included in the spreadsheet embedded in your message.

Lotus Mail supports OLE 2.0.

Outbox

The Outbox stores the messages that you've sent until you're ready to connect to your Internet service provider. When you connect, the messages are delivered from the Outbox to the recipients.

Pane

A resizable area in a window.

Panes are divided from each other by a pane separator, which you can drag to resize the panes.

For example, the Mailbox window contains the following panes:

- The folder pane, which shows the folders and other message containers in your Mailbox.
- The message list pane, which shows the messages stored in a container.

Personal Address Book

An address container for your personal use.

Use your Personal Address Book for the following tasks:

- Creating new addresses, for example, Internet addresses.
- Creating and editing mailing lists.

POP3

Version 3 of the Post Office Protocol, a standard for mail clients downloading messages from a server. Lotus Mail uses POP3.

Preview pane

A pane in the Mailbox that displays the first few lines of text in a message without opening the message.

To open the preview pane, choose View - Show Preview Pane.

Profile

You enter a profile name whenever you start Lotus Mail. Your profile includes the following information:

- Your Lotus Mail user name
- Your Lotus Mail password
- Your Internet service provider user name
- Your Internet service provider password
- Your POP3 and SMTP host names or IP addresses

Quick addressing

When you enable quick addressing, addresses are filled in automatically as you type them into the Address box. Lotus Mail fills in an address only when you have entered enough characters to match a unique name.

For example, if there is only one name beginning with "R," that address is entered as soon as you type "R." If there are several names starting with "R," you need to keep typing until Lotus Mail can match a unique name.

You can choose to enable or disable quick addressing.

Quick search

A fast way to find messages and addresses. To use quick search, place the insertion point anywhere in a message or address list and type the first letters of the item you want to find.

Return receipt

A receipt is a notification that a message you sent has been read by the recipient. A receipt is returned if the recipient does any of the following:

- Opens the message
- Previews the message
- Deletes the message

Receipts are not returned from recipients who received a copy (cc or bcc).

Rule

A set of instructions that automates a task. When you create a rule, you specify an event that triggers an action. Some popular rules include:

- Send a reply automatically when you receive a message.
Event: On receiving message
Action: Send reply (for example, "I'm on vacation.")
- Store messages from a specific author in a folder.
Event: On receiving message from specific author
Action: Move message to folder
- Send a message when you start Lotus Mail.
Event: On startup
Action: Send message (for example, "I'm in the office.")

Rule Engine

An application that runs rules. For example, if you have a rule that moves messages from your Inbox to a folder, the Rule Engine is responsible for running that rule.

If you don't use rules, you can save memory resources by disabling the Rule Engine.

Notes

- When the Rule Engine is disabled, you can still use rules that run manually and when sending a message.
- To enable the Rule Engine, restart Lotus Mail.

Rules folder

The Rules folder includes all of your rules. To edit a rule, double-click it in the Rules list.

Sent Mail folder

Use the Sent Mail folder to automatically store copies of messages that you send.

Server

A computer that handles the sending and receiving of your messages.

When you connect to send or receive, you make a connection to the server computer. Your server is typically your link to the Internet.

Service provider

The underlying software that an e-mail application runs on.

A mail service provider supplies one or more of the following services:

- Storing messages
- Sending and receiving messages
- Storing addresses

Simple Internet Address Book Provider

A program that provides the capability to search for names in an Internet Directory. You can install the Simple Internet Address Book Provider at the same time you install Lotus Mail, or anytime after.

SmartIcons

SmartIcons® are buttons you can use as shortcuts for commands. You can change their size and specify which ones are displayed.

To use a SmartIcon, click it.

To find out what a SmartIcon does, place your mouse pointer over it.

**SMTP**

Simple Mail Transfer Protocol. An application protocol used to transfer e-mail over the Internet.

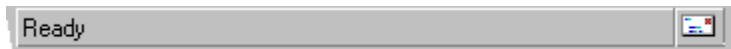
Stationery

Use stationery as templates for types of messages that you send frequently, such as status reports, meeting minutes, and so forth.

You can include any kind of message information in your stationery, such as recipients, a subject, message text, priority, and attachments.

Status bar

Use the status bar to find information about your current session.



Subject box

Use the Subject box to enter the subject of the message.



Although entering a subject is optional, it will help your recipients when they read their e-mail.

Tip You can use as many characters in the subject as you want, but recipients can only see the first 62 characters.

Tab

Use tabs to indent and align text. Each tab, or tab stop, appears as an "L" on the ruler at the top of the message pane. Tabs are always left-aligned.

**Trash folder**

The Trash folder stores messages that you delete. You can then access the messages later if you decide that you need them after all.

URL

Uniform Resource Locator. A standard method of identifying an object on the Internet. URLs are used on the World Wide Web to access Web sites. A typical URL looks like this: <http://www.lotus.com>.

User preference

Use preferences to customize how Lotus Mail works. For example, you set preferences to set the display font for Lotus Mail windows, and choose which window to display when you start Lotus Mail.

To set user preferences, choose File - Tools - User Preferences.

**World Wide Web**

The collection of information that is distributed on a Web server and viewed using a Web browser. See also URL.

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